



INFORMATION CITED BY APPLICANTS THAT MAY BE MATERIAL TO THE
PROSECUTION OF THE SUBJECT APPLICATION

Applicant: Sunni K. Goeller et al. Attorney Docket No. MSFT116243
Application No: 09/865,167 Group Art Unit: 2181
Filed: May 24, 2001 Examiner:
Title: AUTOMATIC CLASSIFICATION OF EVENT DATA

RECEIVED
AUG 30 2001
Technology Center 2100

U.S. PATENT DOCUMENTS

*Examiner Initial	ID	Document No.	Date	Name
<u>NJ</u>	U1	US 6,192,360 B1	02-20-2001	Dumais et al.
_____	U2			
_____	U3			

FOREIGN PATENT DOCUMENTS

*Examiner Initial	ID	Document No.	Date	Country	Translation Provided	
					Yes	No
_____	F1	none cited				
_____	F2					
_____	F3					

OTHER INFORMATION

(Including Author, Title, Date, Pertinent Pages, Etc.)

*Examiner Initial	ID	
<u>NJ</u>	O1	"Methods and Apparatus for Building a Support Vector Machine Classifier," U.S. Patent Application No. 09/055,477, filed April 6, 1998, by John Platt.

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| <u>NI</u> | O2 | Chan, C.W., et al., "Knowledge Engineering for an Intelligent Case-Based System for Help Desk Operations," <i>Expert Systems with Applications</i> , Vol. 18, No. 2, February 2000, pp. 125 - 132. |
| <u>NI</u> | O3 | Dumais, S.T., et al., "Inductive Learning Algorithms and Representations for Text Categorization," <i>Proceedings of ACM-CIKM98</i> , November 1998, pp. 148 - 155. |
| <u>NI</u> | O4 | Dumais, S.T., et al., "Inductive Learning Algorithms for Text Classification," slide presentation, Berkeley, CA, March 13, 1998, 41 pages. |
| <u>NI</u> | O5 | Hislop, C., et al., "Integrated Problem Resolution for Business Communications," <i>Proceedings of the Sixth Annual Innovative Applications of Artificial Intelligence Conference</i> , 1994, pp. 63 - 74. |
| <u>NI</u> | O6 | Melchior, C., et al., "Troubleshooting Network Faults Using Past Experience," <i>Network Operations and Management Symposium 'The Networked Planet: Management Beyond 2000'</i> , 2000, pp. 549 - 562. |
| <u>NI</u> | O7 | Mo, J.P.T., et al., "An Integrated Process Model Driven Knowledge Based System for Remote Customer Support," <i>Computers in Industry</i> , Vol. 37, No. 3, November 1998, pp. 171 - 183. |
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| <u> </u> | O12 | |

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